

# TRANSPORTATION SYSTEM PERFORMANCE MEASURES

## A CALIFORNIA TRANSPORTATION PLAN MODULE

October 6, 1997

# DRAFT PROPOSAL

A performance measurement process  
to inform managers, investors &  
users about the results of the  
transportation system

# PRESENTATION OUTLINE

- What we are proposing
- Why we are proposing it
- How we propose developing it
- Where we are with performance indicators

# BACKGROUND

- **The Intermodal Surface Transportation Efficiency Act 1991**
  - A system vision - “all forms of transportation in a unified, interconnected manner”
  - A call for better management with an eye on performance
- **The California Transportation Plan 1993**
  - Executive Order - “California’s transportation system should be a modern, balanced, integrated multi-modal network.”
  - “...develop appropriate transportation system performance objectives and measures”

# FOREGROUND

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**SB 45 Requires “objective  
criteria for measuring system  
performance” as part of the  
STIP Guidelines.**

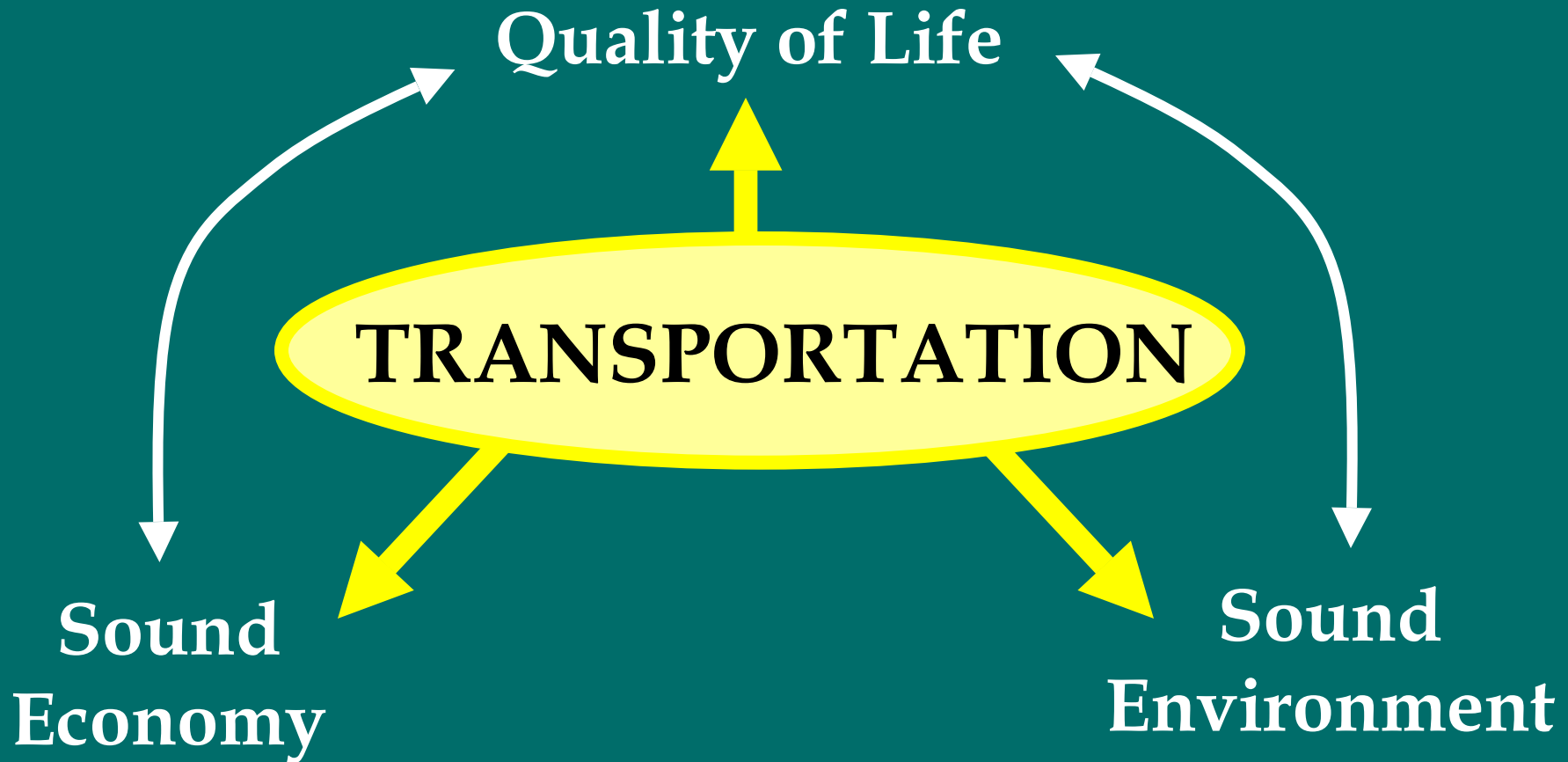
# MODULE PURPOSE

To develop indicators/measures to  
assess the performance of the state  
multi-modal transportation  
system to support informed  
transportation decisions

# MODULE APPROACH

- Transportation Assessment Steering Committee (TASC)
- Policy Advisory Committee
- Performance Measures Conference

# TRANSPORTATION SYSTEM GOAL





# DESIGN CRITERIA

- Use existing data sources and conform to existing performance activities (MTC, SCAG, ITMS etc.) where and whenever possible
- Indicators must be easy to use and simple to understand
- Indicators must be measurable across all modes

# CTP PROPOSED SYSTEM PERFORMANCE OBJECTIVES

- **Economic Vitality**
  - Reduced travel time including intermodal transfers
  - Reduced goods distribution costs per ton-mile
  - Increased flow of goods to and through California airports, seaports, and manufacturing facilities
- **Safety and Security**
  - Reduced accident and fatality rates per person mile
  - Increased user safety and security on and around transportation facilities
- **Mobility, System Efficiency and Cost Effectiveness**
  - Reduced lifecycle cost of transportation facilities
  - Increased travel option, including back-up
  - Increased housing densities and mixed land uses around public transit station

# WHAT PERFORMANCE MEASUREMENT IS

- A planning tool to improve investment analysis
- Responsible Management
- Customer-oriented, as opposed to Service Provider-driven
- Genuine system perspective, as modally blind as possible
- First-cut : Lengthy, evolving process

# WHAT PERFORMANCE MEASUREMENT IS NOT

- A Panacea
- An isolated exercise
- A magical “Black Box”
- A naive over-simplification
- An usurpation of regional authority

# THE BOTTOM LINE

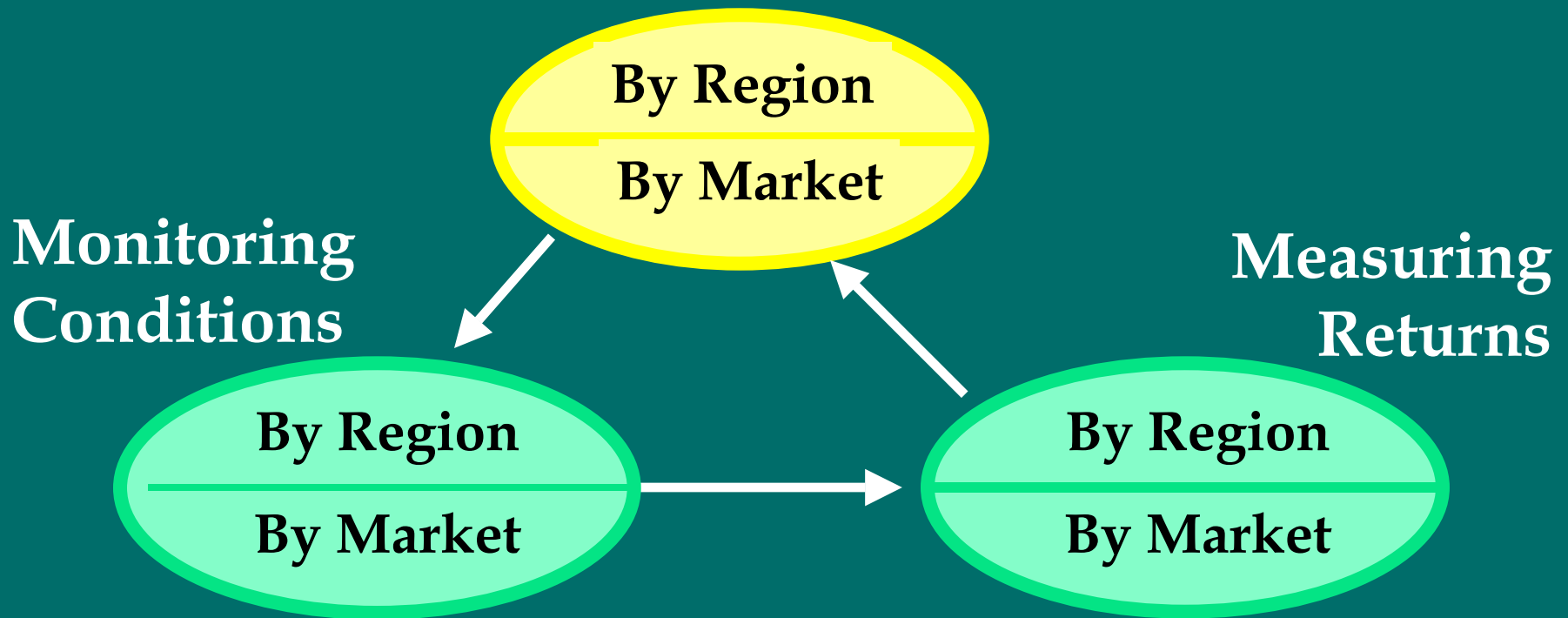
## Performance Measurement:

- Means better business practices
- Is essential for good system management
- Is an opportunity for stronger, clearer partnerships

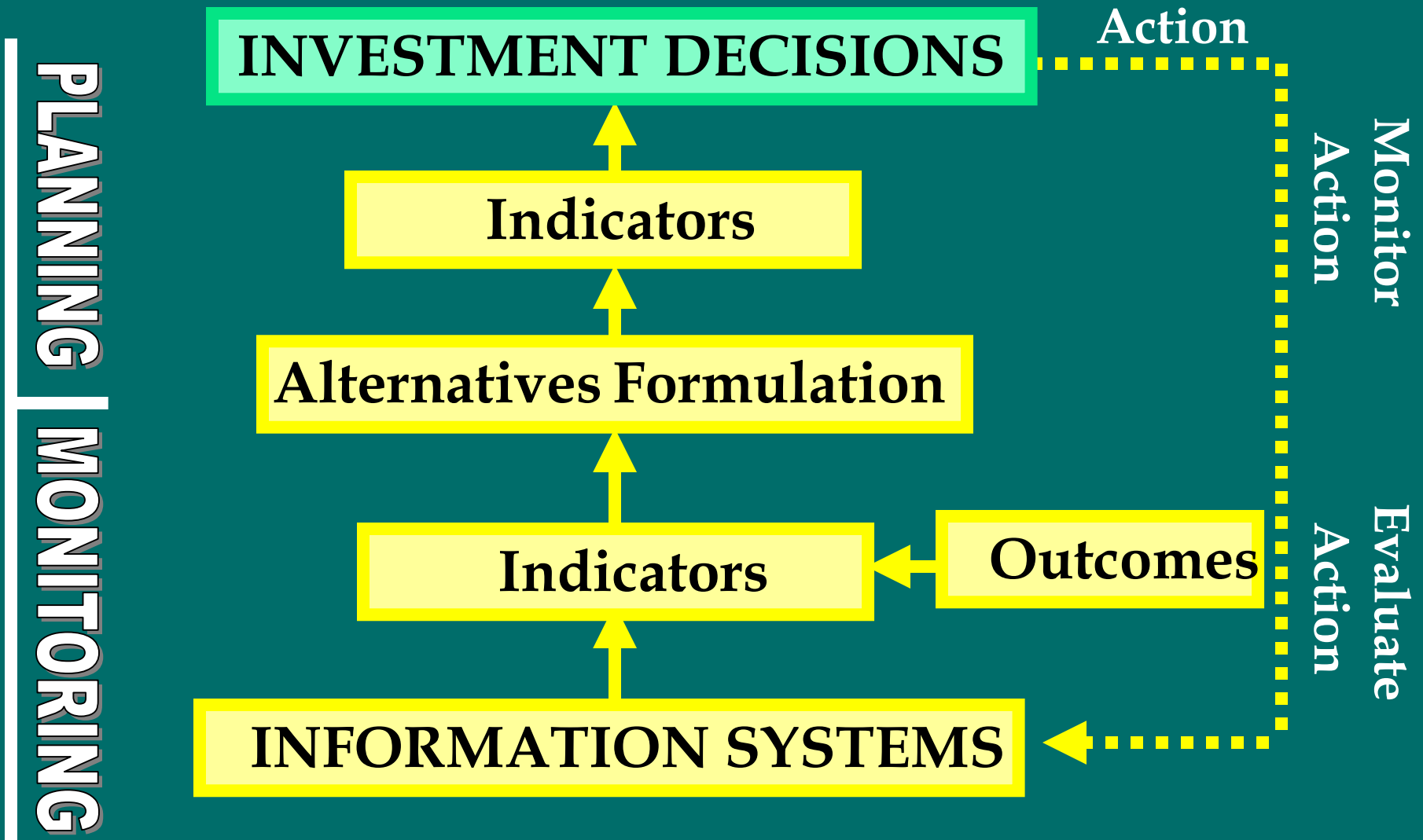
# SYSTEM PERFORMANCE

## A Continuous Process

### Forecasting Future Returns



# THE PROCESS



# GETTING RESULTS

- Are we getting it done? – **Effective?**
- How well are we doing it given the resources allocated? – **Efficient?**
- In doing it, are we creating any problems?



# OUTCOMES

## EFFICIENCY/ EFFECTIVENESS

- **Mobility/Accessibility**
- **Reliability**
- **Cost-effective**
- **Customer Satisfaction**
- **Economic Well-being**

## RESPONSIBILITY

- **Safety & Security**
- **Environmental Quality**
- **Sustainability**
- **Equity**

# OUTCOMES

- **MOBILITY/ACCESSIBILITY** -- Reaching desired destinations with relative ease within a reasonable time.
- **RELIABILITY** -- Providing reasonable and dependable levels of service by mode.
- **COST-EFFECTIVE** -- Maximizing the current and future benefits from public and private transportation investments.
- **SUSTAINABILITY** -- Meeting the needs of the present without compromising the ability of future generations to meet their own needs
- **ENVIRONMENTAL QUALITY** -- Helping to maintain and enhance the quality of the natural and human environment.
- **SAFETY & SECURITY** -- Minimizing the risk of death, injury, or property loss.
- **EQUITY**-- fair distribution of benefits and burdens
- **CUSTOMER SATISFACTION** -- Providing transportation choices that are convenient, affordable and comfortable.
- **ECONOMIC WELL-BEING** - Contributing to economic growth

# WHERE DO WE GO FROM HERE

- Absorb the proposal
- React fully tomorrow in breakout groups
- Participate in public hearings in November
- Participate in further development through technical committee

# CHALLENGE AHEAD

- Implementation Design
- Roles & Responsibilities Definition
- Further Refinement & Development